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**FROM:** Rodney B. Carroll

**DATE:** November 24, 2004

**RE:** U.S. Patent Application Serial No. 09/915,846  
Filing Date: July 26, 2001  
Atty Docket: IDF 1693 (4000-05000)  
Amendments and Response to Office Action dated 8/27/04 (11 pages)

Total Number of Pages (Including Cover Page): 12

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Attorney Docket No: IDF 1693 (4000-05000)

Patent

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): H. Winnfred Smith

Serial No.: 09/915,846

Filed: July 26, 2001

For: Process For Managing Change  
Within An Enterprise§  
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§  
§

Group Art Unit: 2171

Examiner: Thong H. Vu

Confirmation No.: 7187

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Edith Shek

**AMENDMENTS AND RESPONSE TO  
OFFICE ACTION DATED AUGUST 27, 2004**

Sir:

In response to the Office Action dated August 27, 2004, Applicant respectfully request the following amendments to the above-identified application as follows. The changes made are shown by underlining the added text and striking through the deleted text in bold.

**Listing of the claims begins on page 2 of this paper.****Remarks/Arguments begin on page 8 of this paper.**